

# mspnice award

September 23<sup>rd</sup>, 2019

Greetings Managers,

One of your employees, Adam Melo, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Adam for his outstanding commitment to customer service at MSP.

Our thanks go out to him on behalf of the Metropolitan Airports Commission, CSAC and the entire MSP community for exhibiting to MSP customers the superior customer service MSP is known for.

Congrats Adam!



Kim Gilmore, IHS; Luis Anchondo, MAC T2 Operations; Adam Melo, IHS; Kevin Griffin, MAC T2 Operations; and Ana Melo, MAC T2 Operations/IHS

## Customer compliment:

I had been traveling alone with my 2 year old daughter on a 9+ hour flight from Frankfurt to Minneapolis. Of course, she didn't sleep the entire flight and we were both extremely exhausted. Typically our international flights bring us to Terminal 1. Upon reaching MSP, my daughter and I bypassed the customs kiosks because we have Mobile Passport, which I had never used at Terminal 2 before. A passenger from another flight told me I needed to go through the line and kiosks before I could go to customs. That's when your employee, Adam, said, "Are you mobile passport? Then you are good! You are where you are supposed to be." He was escorting an elderly gentleman in a wheelchair, and the gentleman's wife who had been on a different international flight. A few minutes later I asked Adam if he knew if I needed our actual passports, or if my phone by itself was ok. He said he wasn't 100% sure, but I was probably fine as long as they were accessible.

I felt like my daughter and I ended up following Adam and the elderly couple he was escorting. When we got to the luggage area, I didn't see any other employees, and asked Adam if he knew where the checked strollers would be. He very kindly pointed me to the stroller's location. After I had my daughter situated, and we had our luggage, I thanked him for all his help and asked if he could point me to the exit. He asked if I had a connecting flight and if I needed any help since my hands were full. Thankfully, MSP is home, as I don't know if I could have handled another flight after arriving from Germany.

Adam had no reason to be kind or helpful to me. He was obviously assigned to help the elderly couple he was with (who he was just as kind and helpful to as he was to me), he could have easily told me he was busy and couldn't help me. Maybe he could just see my exhaustion and a struggle with a 2 year old? Whatever his reason for assisting me, I wanted to let you know about your amazing employee.